

ATTACHMENT 2

HAZARD PREVENTION AND CONTROL

1.0 GENERAL

After hazards of violence are identified through the systematic workplace analysis, the next step is to design measures through engineering or administrative and work practices to prevent or control these hazards. If violence does occur, incident response can be an important tool in preventing future incidents.

2.0 ENGINEERING CONTROLS AND WORKPLACE ADAPTATION

2.1 Engineering controls, for example, remove the hazard from the workplace or create a barrier between the worker and the hazard. There are several measures that can effectively prevent or control workplace hazards, such as those actions presented in the following paragraphs. The selection of any measure should be based upon the hazards identified in the workplace security analysis of each facility.

- 2.1.1 Assess any plans for new construction or physical changes to the facility or workplace to eliminate or reduce security hazards.
- 2.1.2 Install and regularly maintain alarm systems and other security devices, panic buttons, hand-held alarms or noise devices, cellular phones, and private channel radios where risk is apparent or may be anticipated; and arrange for a reliable response system when an alarm is triggered.
- 2.1.3 Provide metal detectors—installed or hand-held, where appropriate—to identify guns, knives or other weapons, according to the recommendations of security consultants.
- 2.1.4 Use a closed-circuit video recording for high-risk areas on a 24-hour basis. Public safety is a greater concern than privacy in these situations.
- 2.1.5 Place curved mirrors at hallway intersections or concealed areas.
- 2.1.6 Enclose public service areas and install deep service counters or bullet-resistant, shatter-proof glass.
- 2.1.7 Provide employee “safe rooms” for use during emergencies.
- 2.1.8 Provide waiting areas designed to maximize comfort and minimize stress.

- 2.1.9 Arrange furniture to prevent entrapment of staff. In interview rooms or crisis treatment areas, furniture should be minimal, lightweight, without sharp corners or edges, and/or affixed to the floor. Limit the number of pictures, vases, ashtrays, or other items that can be used as weapons.
- 2.1.10 Lock all unused doors to limit access in accordance with fire codes.
- 2.1.11 Install bright, effective lighting indoors and outdoors.
- 2.1.12 Replace burned-out lights, broken windows, and locks.
- 2.1.12 Keep automobiles well-maintained. Always lock automobiles.

3.0 ADMINISTRATIVE AND WORK PRACTICE CONTROLS

- 3.1 Administrative and work practice controls affect the way jobs or tasks are performed. The following examples illustrate how changes in work practices and administrative procedures can help prevent violent incidents.
 - 3.1.1 State clearly to clients and employees that violence is not permitted or tolerated.
 - 3.1.2 Establish liaisons with local police and state prosecutors. Report all incidents of violence. Provide police with physical layouts of facilities to expedite investigations.
 - 3.1.3 Require employees to report all assaults or threats to a supervisor or manager (e.g., can be confidential interview). Keep log books and reports of such incidents to help in determining any necessary actions to prevent further occurrences.
 - 3.1.4 If needed, advise and assist employees of procedures for requesting police assistance or filing charges when assaulted.
 - 3.1.5 Provide management support during emergencies. Respond promptly to all complaints.
 - 3.1.6 Set up a trained response team to respond to emergencies.
 - 3.1.7 Use properly trained security/police officers, when necessary, to deal with aggressive behavior as appropriate. Follow written security procedures.
 - 3.1.8 Provide sensitive and timely information to persons waiting in line or in waiting rooms. Adopt measures to decrease waiting time.

- 3.1.9 Ensure adequate and qualified staff coverage at all times, taking into account the times of greatest risk at each facility.
- 3.1.10 Institute a sign-in procedure with passes for visitors. Enforce visitor hours and procedures.
- 3.1.11 Control access to facilities other than waiting rooms or other public access rooms.
- 3.1.12 Prohibit employees from working alone in areas of substantial risk, particularly at night or when assistance is unavailable.
- 3.1.13 Establish policies and procedures for secured areas and emergency evacuations.